

EXAMINERS AMENDMENT

1. An examiner's amendment to the record appears below. Should the changes and /or additions be unacceptable to applicant, an amendment may be filed as provided by 37 CFR 1.312. To ensure consideration of such amendment, it must be submitted no later than the payment of the issue fee.

2. Authorization for this examiner's amendment was given in a telephone interview with Yonghong Chen (Reg. No. 56,150) on December 1, 2009.

Election/Restrictions

3. The restriction requirement mailed out on 8/18/2009 has been reconsidered in view of the allowability of claims to the elected invention pursuant to MPEP § 821.04(a). **The restriction requirement is hereby withdrawn as to any claim that requires all the limitations of an allowable claim.** Claim 5 and 25, are no longer withdrawn from consideration because the claim(s) requires all the limitations of an allowable claim.

In view of the above noted withdrawal of the restriction requirement, applicant is advised that if any claim presented in a continuation or divisional application is anticipated by, or includes all the limitations of, a claim that is allowable in the present application, such claim may be subject to provisional statutory and/or nonstatutory double patenting rejections over the claims of the instant application.

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Once a restriction requirement is withdrawn, the provisions of 35 U.S.C. 121 are no longer applicable. See *In re Ziegler*, 443 F.2d 1211, 1215, 170 USPQ 129, 131-32 (CCPA 1971). See also MPEP § 804.01.

4. The application has been amended as follows:

Claim 1-3, 5, 21, 22-24, and 25-26 has been amended as follows:

1 (Currently Amended) A household Internet connection monitoring and troubleshooting method comprising the steps of:

detecting a connectivity problem with a household Internet connection, the household Internet connection connecting a household intranet to the Internet;

selecting a contact point from a list of multiple contact points of a maintainer of the household, the contact points including at least one among a mobile telephone number, a pager number, a work number, and a fax telephone number;

attempting to establish a communication connection with said contact point, wherein said communication connection is different from said household Internet connection;

if the attempt fails, selecting another contact point from the list and attempting to establish a communication connection with the other contact point until a communication connection is successfully established with one of the contact points in the list, wherein if all attempts fail, a message is left to one of the contact point;

conveying a problem notification to the contact point through the

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communication connection;

providing at least one option for troubleshooting the connectivity problem;
receiving a selection of one of the at least one option; and
responsively performing an action relating to the Internet connection
based on the received selection of option[.];

wherein said communication connection is a voice connection, and
wherein said problem notification is a speech message; and

responsive to said detecting step, automatically generating a personalized
problem report; and text-to-speech converting said problem report resulting in
said problem notification.

Claims 2-3 (Cancelled)

5. (~~Withdrawn~~ Previously Presented) The method of claim 1, wherein said
selection comprises a Dual Tone Multiple Frequency input.

21 (Currently Amended) A household Internet connection monitoring
and troubleshooting system comprising:

at least one memory; and

at least one processor configured to:

~~means for detecting~~ detect a connectivity problem with a household
Internet connection, the household Internet connection connecting a
household intranet to the Internet;

responsive to the detecting step, automatically generate a
personalized problem report;

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text-to-speech convert the problem report resulting in a problem notification;

~~means for selecting~~ select a contact point from a list of multiple contact points of a maintainer of the household, the contact points including at least one among a mobile telephone number, a pager number, a work number, and a fax telephone number;

~~means for attempting~~ attempt to establish a communication connection with said contact point, wherein said communication connection is different from said household Internet connection, and wherein the communication connection is a voice connection;

~~means for,~~ if the attempt fails, ~~selecting~~ select another contact point from the list and ~~attempting~~ attempt to establish a communication connection with the other contact point until a communication connection is successfully established with one of the contact points in the list, wherein if all attempts fail, a message is left to one of the contact point;

~~means for conveying a~~ convey the problem notification to the contact point through the communication connection, wherein the problem notification is a speech message;

~~means for providing~~ provide at least one option for troubleshooting the connectivity problem;

~~means for receiving~~ receive a selection of one of the at least one option; and

~~means for responsively performing~~ perform an action relating to the Internet connection based on the received selection of option.

22. (Currently Amended) A computer-readable storage medium ~~machine-readable storage~~ having stored thereon, a computer program having a plurality of code sections, said code sections executable by a processor ~~machine~~ for causing the processor ~~machine~~ to perform the steps of:

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detecting a connectivity problem with a household Internet connection, the household Internet connection connecting a household intranet to the Internet;

selecting a contact point from a list of multiple contact points of a maintainer of the household, the contact points including at least one among a mobile telephone number, a pager number, a work number, and a fax telephone number;

attempting to establish a communication connection with said contact point, wherein said communication connection is different from said household Internet connection;

if the attempt fails, selecting another contact point from the list and attempting to establish a communication connection with the other contact point until a communication connection is successfully established with one of the contact points in the list, wherein if all attempts fail, a message is left to one of the contact point;

conveying a problem notification to the contact point through the communication connection;

providing at least one option for troubleshooting the connectivity problem;

receiving a selection of one of the at least one option; and

responsively performing an action relating to the Internet connection based on the received selection of option[.];

wherein said communication connection is a voice connection, and wherein said problem notification is a speech message; and

responsive to said detecting step, automatically generating a personalized

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problem report; and text-to-speech converting said problem report resulting in said problem notification.

Claims 23-24 (Cancelled)

25. (~~Withdrawn~~ Currently Amended) computer-readable storage medium ~~machine-readable storage~~ wherein said selection comprises a Dual Tone Multiple Frequency input.

26. (Currently Amended) computer-readable storage medium ~~machine-readable storage~~ of claim 22, where said selection comprises a speech input, said method further comprising the step of: speech-to-text converting said input, wherein said action is initiated responsive to said converted input.

Contact Information

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Shawki S Ismail whose telephone number is 571-272-3985. The examiner can normally be reached on M-F 8:30 - 5:00.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Saleh Najjar can be reached on 571-272-4006. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from

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the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

/Shawki S Ismail/
Primary Examiner, Art Unit 2455
December 5, 2009